

SYSTEM FOR MONITORING AND ANALYZING THE PERFORMANCE OF
INFORMATION SYSTEMS AND THEIR IMPACT ON BUSINESS PROCESSES

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Abstract of the Disclosure

10 A system for monitoring, analyzing and improving information
systems which serve critical areas of business concerns includes
a review of a concern's business processes, with identification
of at least one critical business process of the concern,
followed by identification of elements of information systems
structure of the concern that support or affect each identified
critical business process of the concern. Once this has been
15 done, equipment is deployed at the client concern, including
necessary software on and off the client site as needed to
collect and monitor data from the identified information systems
elements. The equipment is connected to an on-site server.
Parameters are set as to what data will be collected and the
20 manner in which data will be collected from the identified
elements, then data are collected from the pre-identified points
in the information system's structure. These data are
transferred from the on-site server to an off-site data
warehouse, then processed in accordance with preselected metrics

